SENIOR CUSTOMER SUPPORT REPRESENTATIVE

POSITION SUMMARY:
Serves as a working supervisor for the Data Conversion Operators; coordinates the flow of work; secures, prepares and monitors work input; checks the quality and completeness of output.

ESSENTIAL FUNCTIONS:
• Exercises lead responsibility in coordinating and controlling the flow of work into and between Data Conversion and Computer Operations in order to ensure the most efficient use of staff and computer time.

• Supervises and helps evaluate the performance of the Data Conversion Operators. Observes and monitors data and performance of employees to determine compliance with prescribed operating and safety standards.

• Maintains various data control records and customer service information for recurring reports. Receives, reviews, prepares and assigns job requests. Communicates with staff members and users either through face- to-face communication or by telephone.

• Monitors and evaluates the accuracy and timeliness of data output. Comprehends and makes inferences from written reports.

• Coordinates the flow of jobs among organizational elements according to established procedures and predetermined production schedules to assure an efficient workload for both individuals and equipment.

• Maintains and controls library data and materials. Monitors and controls the administration and release of library tapes. Works with internal and external users in coordinating their service requests and keeping them informed of the job status.

• Listens and communicates effectively, demonstrating mutual respect for people at all levels.

• Operates a variety of standard office and computer equipment that require continuous and repetitive eye and arm or hand movement.

• Attendance and punctuality are essential functions of this position.

QUALIFICATIONS:
Any combination of training and experience equivalent to graduation from high school and three to five years recent experience in data entry, data control, and computer operator functions. Requires the demonstrated ability to visually read and enter data or information into a terminal, PC, or other keyboard device. Requires extensive demonstrated knowledge of data entry practices, procedures, general clerical and office procedures, data entry and verification machines, as well as various types of office equipment and machines. Must personify and promote shared responsibility, teamwork, and continuous improvement.

STATUS: <u>Classified</u>   DEPARTMENT: <u>General Government</u>